



May 27, 2020

Dear Resident:

Re: COVID-19 Safety Update

Our highest priority is the health and wellbeing of our residents, associates, and visitors. We are actively monitoring COVID-19 updates from the U.S. Centers for Disease Control and Prevention (CDC), and continue to respond based on the best advice of government officials, public health authorities, and medical professionals and will keep you updated on our precautions.

Earlier this month, we reopened our leasing offices and began performing routine maintenance. As we begin to reopen our amenities where local laws allow, we are continuing to take additional precautions to reinforce social distancing and prevent the spread of COVID-19. [Click here to access our prior letters outlining these precautions](#). Additionally, every day before starting work, each associate must complete a health-screening questionnaire. If the answers indicate that our associate has symptoms of COVID-19 or has been in close contact with anyone that does, we instruct the associate to remain at home.

The CDC concluded the main way the virus spreads is not from touching surfaces or objects that have the virus on it. [Click here for CDC Website on how COVID-19 spreads](#). We continue to take extra safety precautions in the common areas, such as paying special attention to touch points, ensuring soap dispensers are filled, and utilizing hand sanitizers and disinfectant wipes.

On top of these safety precautions, if you request maintenance, our associate will wear a mask and gloves while inside your home and will use hand sanitizer before entering your home. Our associates will also stay at least six feet away from you and will ask you to stay at least six feet away from them. If our associates are not following these protocols, please ask them to leave and let the property manager know.

Even with all of our precautions, asymptomatic individuals may unknowingly spread COVID-19. Due to medical privacy concerns, we are not able to inform you whether one of our associates contracts COVID-19. Thus, out of an abundance of caution, we encourage you to assume that any individual that enters your home, including our associates, may have COVID-19. The CDC has published recommendations for cleaning and disinfecting your home. [Click here for the CDC Website on cleaning and disinfecting your home](#). You should take any actions that you think are necessary to protect your health.

Thank you for your continued cooperation as we navigate these uncertain times.

Sincerely,

*Your MAA Team*